HMS Information Technology

Media Services Town Hall

April 30, 2019

2-3 pm

Armenise Amphitheater

Introductions

- David Bozzi, Director of Teaching and Learning Technology
- Jason Obedzinski, Director of Client Services
- Haydn Miller, AV Infrastructure Manager
  - (representing Paul Williams, Deputy CIO and Director of Infrastructure)
- Anne Rookey, ITSM Program Manager

Agenda

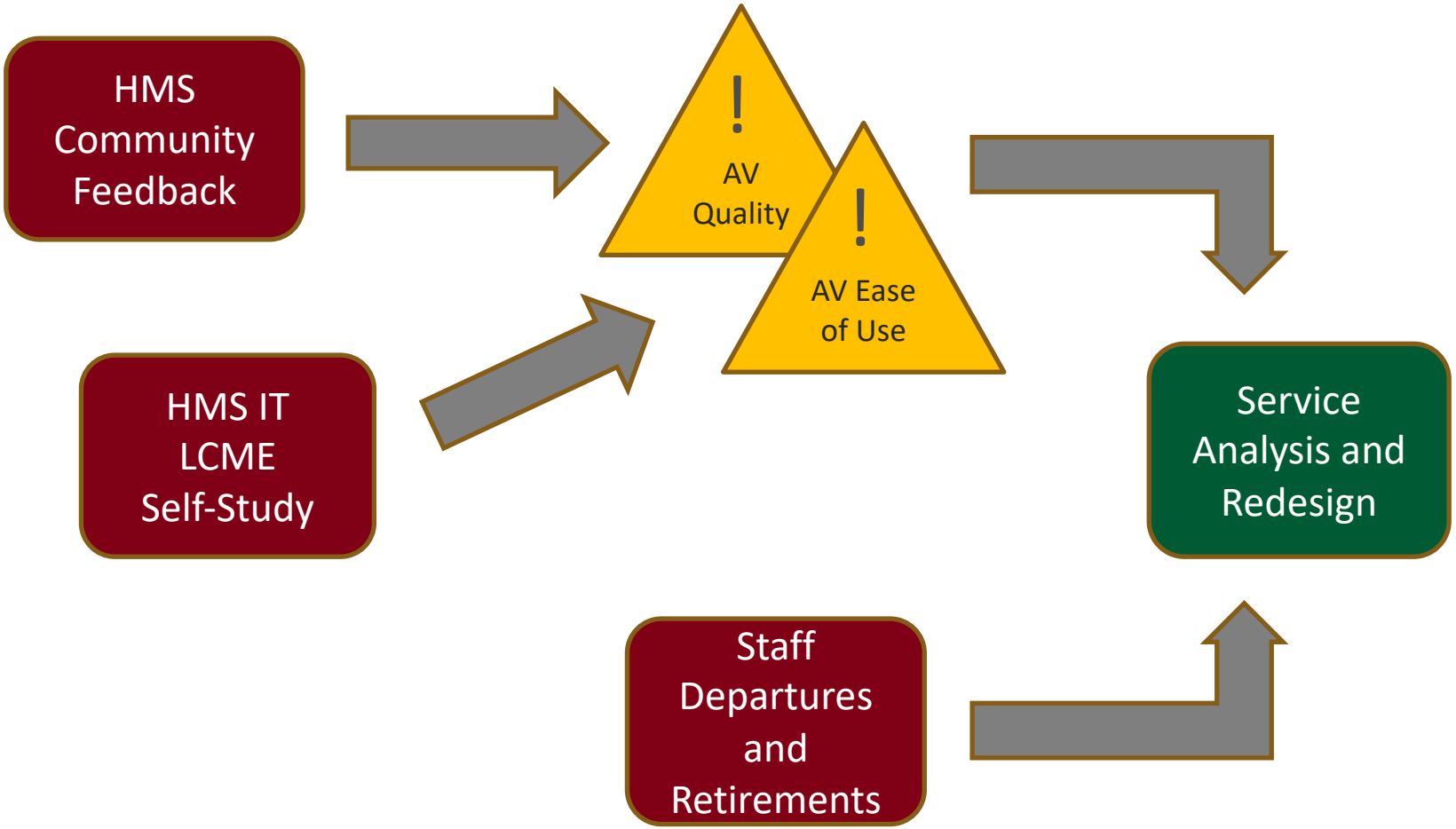
- Vision
- How did we get here?
- What's changing?
- When can we expect to see changes?

Vision

In response to community feedback, and as part of IT service modernization, HMS IT is re-envisioning how we provide audiovisual service.

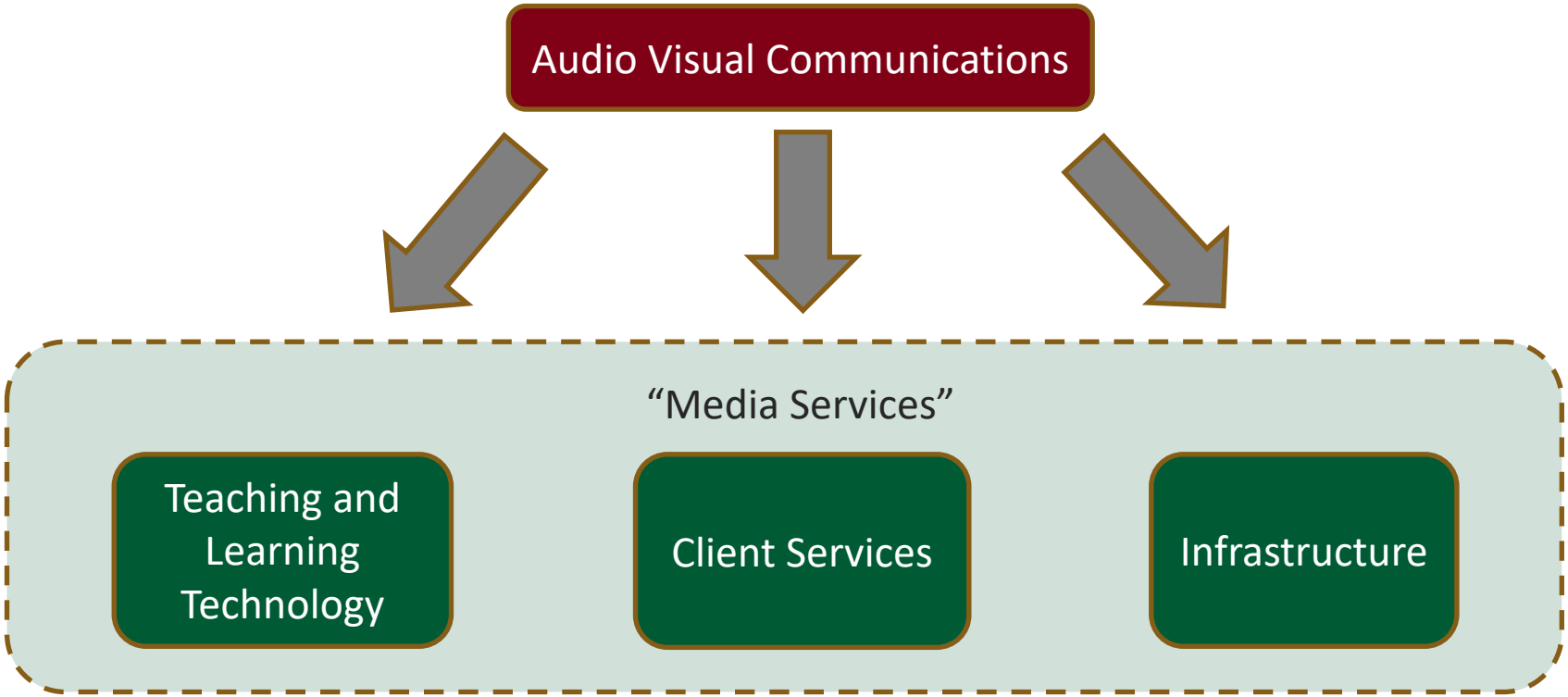
With staffing changes and additions, a new organization, and improved tools and processes, we aim to make it easier for the HMS community to understand, request, and use AV service offerings and technology-equipped spaces.

How did we get here?



What is changing?

New Organization



New (Old) Ticketing System

Greetings,

HMS IT has received your request for assistance, reference number INC0306049.

The description of your request is "SN CSG Media - Daily Changed Booking Report - 4/29/2019 Mon - 5/29/2019 Wed - (CSG2)".

If your request is urgent, please call the HMS IT Service Desk at 617-432-2000, and press option 7. This option is available during business hours as well as after hours.

To provide more information about this request, reply to this email or call the HMS IT Service Desk and reference the request number INC0306049.

Locked out? Forgot your password? Self-service instructions are available!

Thank you,

HMS Information Technology
Business Hours: 8am – 5pm
After Hours: 5pm – 8am including holidays and weekends
http://hms.harvard.edu/it

Ref:MSG3379459

Unified Ticket Communication

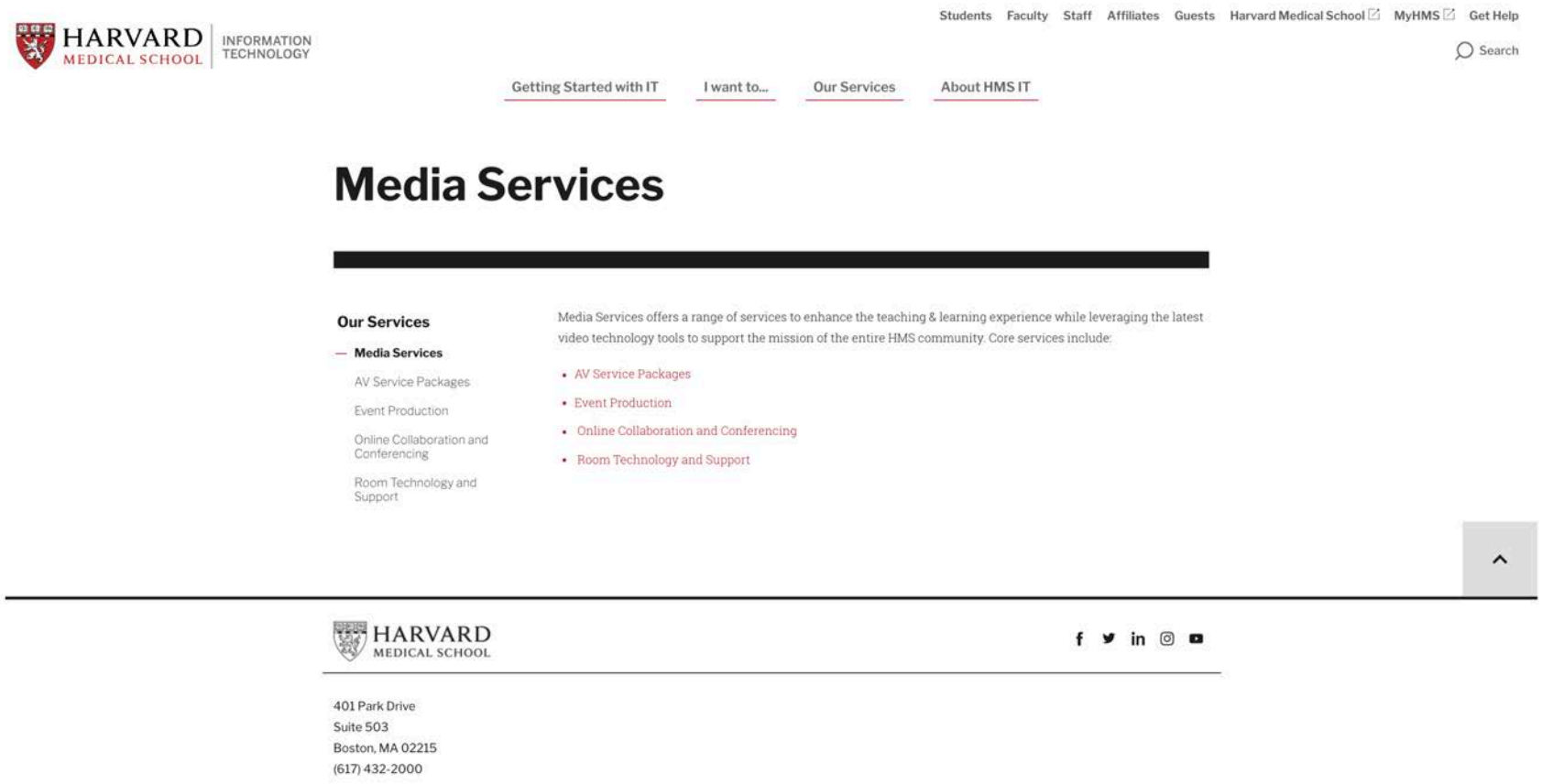
Automated Ticket Routing

New Contacts

For all AV-related matters, contact the IT Service Desk

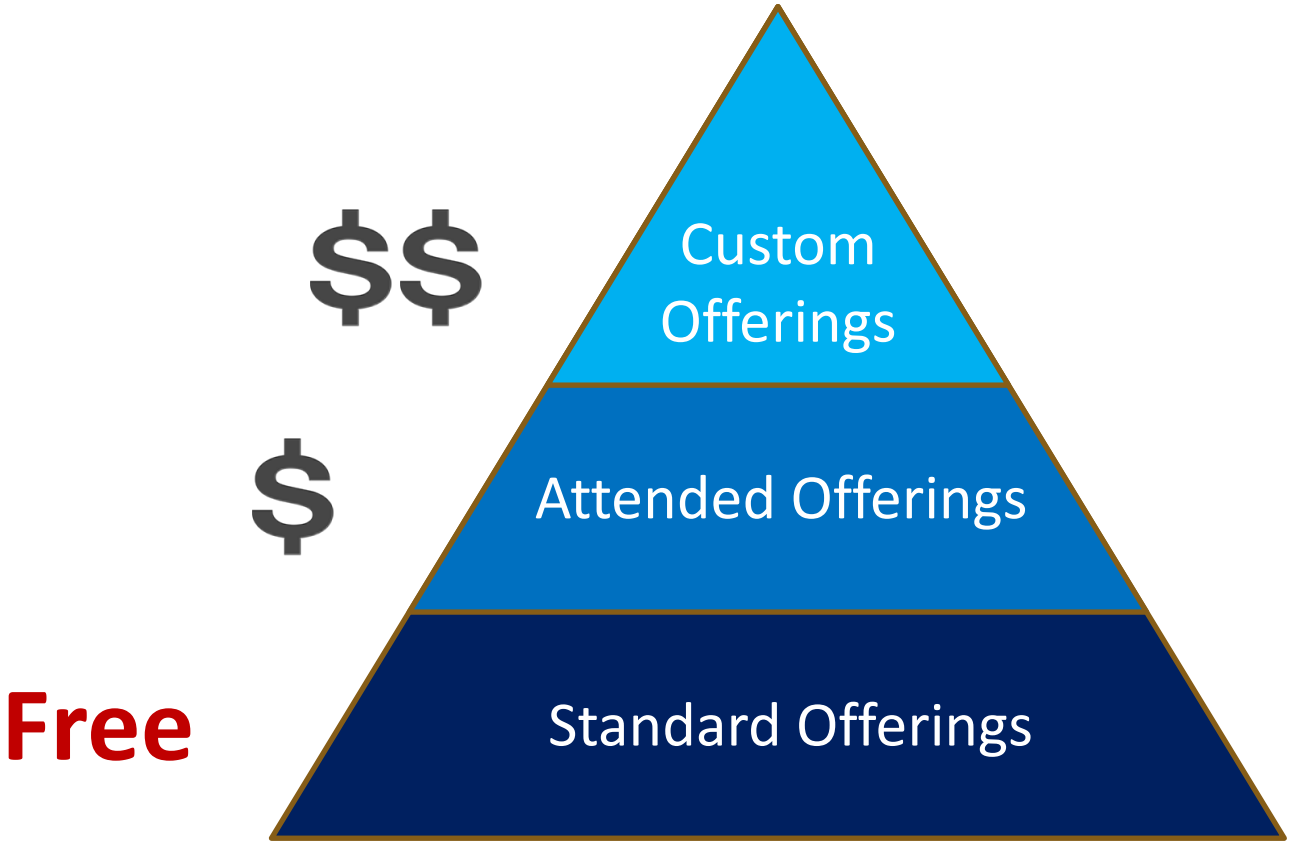
- itservicedesk@hms.harvard.edu
- 617-432-2000
- Visit us in TMEC 225

New Website



https://it.hms.harvard.edu/our-services/media-services

New Tiers of Service Offerings

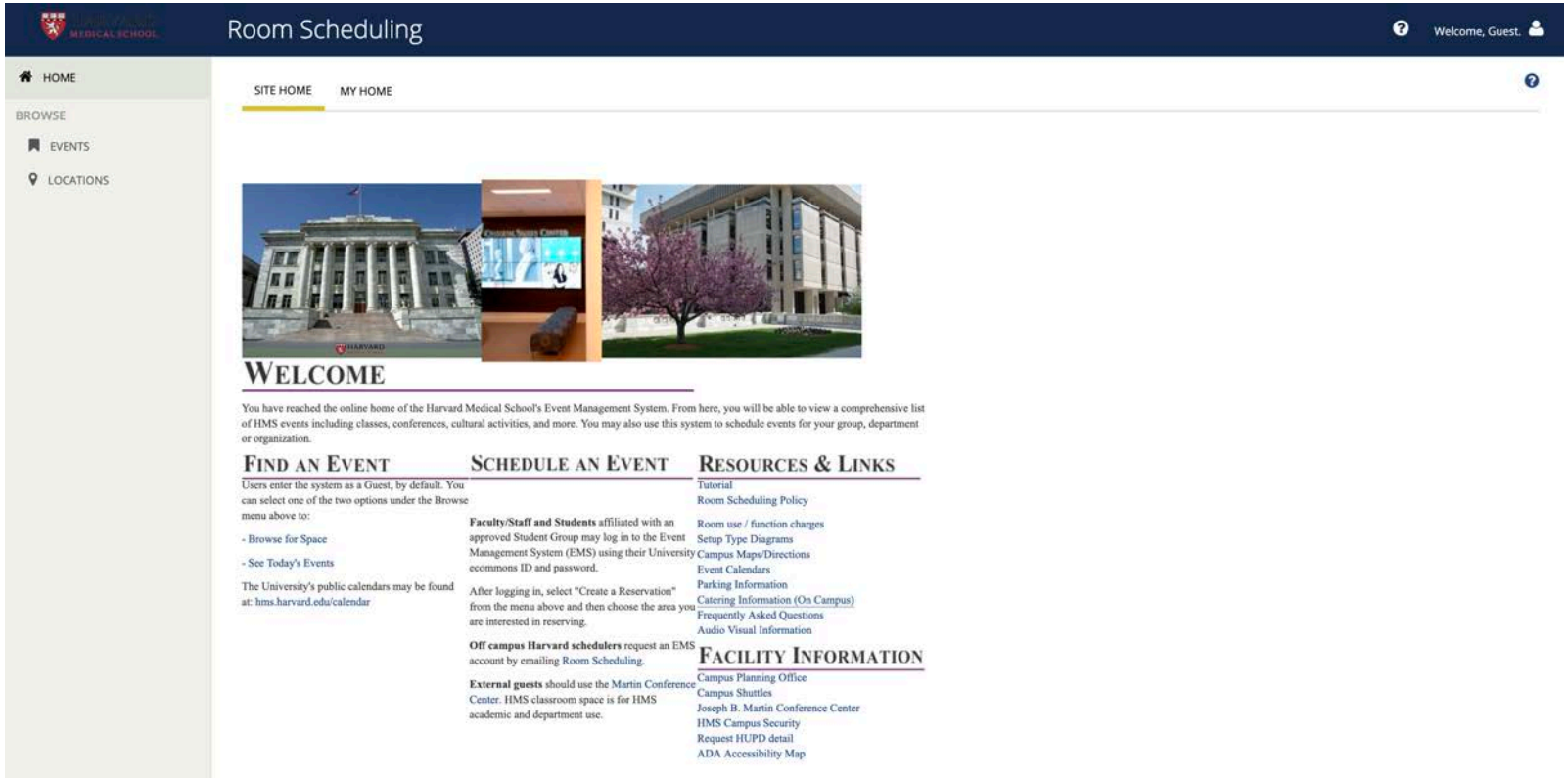


New AV Rates

- More offerings will be free
- Rates will be reduced overall
- Flat rates will simplify AV ordering
- Rates will be published in EMS and on the website

Not all packages are available in all venues		
	Rate	AV Packages
Standard	**$0**	Assisted Listening Device Classroom Exam Support Clinical Skills Area Paging Document Camera Loaner Laptops – Classroom Use Only OSCE Recordings Presentation – Room AV – No Setup Help Presentation – Room AV – Request Setup Help Simulator Setup/Takedown Webex/Webex Recording – No Setup Help Webex/Webex Recording – Request Setup Help
Attended	**$65** Meeting or Panel	Panel Sound System (includes microphones) – Room AV Presentation – Room AV – Setup/Takedown (required in some venues) Webex Account Rental Wireless Microphone Setup
	$130 Sound	Livestream Overflow Room – Setup/Takedown Panel Sound System (includes microphones) – Portable AV Sound System – Indoor – Setup/Takedown Sound System – Outdoor – Setup/Takedown
	$260 In-Room Recording/ Streaming	Livestream – Room AV – Setup/Stream Panel Sound System & Recording – Room AV Presenter Support Throughout Event Recording – Room AV – Setup/Record/Edit
	$390 Portable Recording/ Streaming	Livestream – Portable AV – Setup/Stream Panel Sound & Recording – Portable – Setup/Record/Edit Presentation – Portable AV – Setup/Takedown Recording – Portable – Setup/Record/Edit
Custom	**Variable**	Custom Video Production

New AV Booking Capabilities in EMS



https://roomscheduling.hms.harvard.edu

When can we expect to see changes?

May 1, 2019

Feedback

Volunteers for a quick focus group?

- Wednesday, May 1
- 1-2 pm
- TMEC 306 Learning Studio

Email feedback to any or all:

- David Bozzi david_bozzi@hms.harvard.edu
- Jason Obedzinski jason_obedzinski@hms.harvard.edu
- Paul Williams paul_williams@hms.harvard.edu

Resources

- IT website with information about service offerings and rates
  - Coming soon: Video – Booking AV in EMS
  - https://it.hms.harvard.edu/our-services/media-services

- Tutorial on general EMS use
  - https://prezi.com/p_z73djld-zv/planning-an-event-at-hms-using-ems/

Thank you!